

Colombia Jobs Expertini®

Call Center Agent

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Company: Assistantly

Location: Barranquilla

Category: other-general

We seek enthusiastic individuals based in LATAM to join our team as an Entry-Level Call Center Agent. In this role, you will be responsible for supporting lead-generation efforts and providing exceptional client support over the phone. This is an excellent opportunity for individuals looking to start a career in a dynamic and fast-paced environment.

Responsibilities:- Manage inbound and outbound calls to generate leads qualify potential clients and support their inquiries by providing product information and assistance as needed.- Utilize Vicedial software to manage and track customer interactions.- Maintain accurate records of client interactions and update customer databases accordingly.- Collaborate with team members to meet individual and team performance targets.- Follow up on leads and client inquiries promptly and professionally.

Requirements:- Strong English communication skills with a neutral accent.- Previous experience with Vicedial is highly desirable.- Demonstrated reliability and accountability in previous roles.- Ability to work independently and as part of a team in a fast-paced environment.- Excellent problem-solving skills and attention to detail.

Benefits:- Above Market starting pay scale- Permanent WFH opportunities- Full-Time- Health & Wellness Allowance- Monthly Bonus Drawings- Loyalty & Performance Bonuses- Profit Sharing- Professional Development Training- Community of Unicorns

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